



# SPECIAL ALERT

## Update from the California Student Aid Commission

STATE OF  
CALIFORNIA



**March 27, 2015**

**GSA 2015-17**

TO: Financial Aid Administrators  
High School Counselors

FROM: Catalina G. Mistler   
Chief, Program Administration & Services Division

SUBJECT: **Customer Service Support Phone Hours**

This Special Alert from the California Student Aid Commission (Commission) announces the end period of extended telephone support hours.

- As announced on [GSA 2015-04](#), the Commission extended its telephone support hours during the months of February and March in order to better serve institutions and students around the March 2 deadline.
- Beginning **April 1, 2015**, the Commission Customer Service Center phone hours will return to their normal schedule:

**Monday – Thursday: 9:00 AM to 11:45 AM and 1:00 PM to 4:45 PM**

**Friday: 10:00 AM to 11:45 AM and 1:00 PM to 4:45 PM**

- This schedule allows Commission staff to balance our telephone response capacity while continuing e-mail responses, forms processing, and other operational workload.
- Students may continue to email the Commission at [studentsupport@csac.ca.gov](mailto:studentsupport@csac.ca.gov) to have their questions answered. Students who have already created a WebGrants for Students account may easily check their Cal Grant status at [www.webgrants4students.org](http://www.webgrants4students.org).

Please direct any questions regarding the information in this Special Alert to the Commission's Institutional Support at (888) 294-0153 or at [schoolsupport@csac.ca.gov](mailto:schoolsupport@csac.ca.gov).

### **Need to contact us?**

- Institutional Support phone number: (888) 294-0153
- E-mail: [schoolsupport@csac.ca.gov](mailto:schoolsupport@csac.ca.gov)

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